

At-Risk Queue Policy

Purpose

This policy establishes the process for managing the At-Risk Queue for state-funded projects that **mandate** Coordinated Entry System (CES) participation as a condition of eligibility.

Eligibility: At-Risk Definition

To qualify as "at risk of homelessness," an individual or family must meet all the following criteria:

- **Low Income: Income is below 30% of the median income for the local area. If total household income is above this amount household is not “at-risk.” No further assessment is required.**
- **Lack of Resources:** The individual or family does not have enough resources immediately available to secure stable housing.
- **Housing Instability:**
 - Has moved because of economic reasons two or more times during the past 60 days immediately preceding the application for homeless prevention assistance.
 - Is living in someone else’s home because of financial hardship.
 - Has received notice that their current housing or living situation will end soon (within 30 days).
 - Is staying in a hotel or motel paid for without any assistance.
 - Is living in severely overcrowded housing (defined as more than 1.5 people per bedroom).
 - Is leaving an institution such as a hospital, rehab, or jail.
 - Is living in housing with characteristics linked to instability and increased risk of homelessness.

Queue Process Overview

- Clients may remain active in the At-Risk Queue for up to 60 days. After 60 days without exit information, clients are automatically removed.

- Agencies must complete a Microsoft Intake Form including household details, contact information, living situation, disability status, agency information, and intake date in order for household to be added to the queue.
- CES form will include a checkbox for CES Prioritization Queue/At-Risk Queue, agency will select which queue the client is in when submitting to HMIS team for completion.
- At-Risk Queue List will be sent weekly as a tab on the current CES List.

Agency Responsibilities

- Assess the household using the CES At-Risk Tool.
- Complete At-Risk Microsoft Intake form for each **eligible household** (HOH only will be on the list) in order to be added to the queue.
- Submit a housing referral for the appropriate housing project.
- Monitor the At-Risk Queue List weekly.
- Complete an Exit form at 60 days or when the client is housed, including housing status at exit.

HMIS Team Responsibilities

- Send out the At-Risk Queue List weekly.
- Monitor the 60-day time limit for clients on the list.
- Complete CES Verification Form when requested by an agency.
- Remove clients from the list once exit information is received or automatically after 60 days.

Exit Process

- Agencies must complete the Microsoft Exit Form including client name, case manager/agency, and housing disposition at exit questions.
- If the client becomes literally homeless, they should be screened for regular CES intake if they wish to pursue CES-required housing/funding.